EYVONNE WILTON; May 17, 2010

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1   IN THE UNITED STATES DISTRICT COURT
     FOR THE EASTERN DISTRICT OF TEXAS
2   MARSHALL DIVISION

3   _____

     PATTY BEALL, MATTHEW MAXWELL,   )
4   TALINA McELHANY and KELLY   )
     HAMPTON, individually and on   )
5   behalf of all other similarly   )
     situated,   ) 2:08-cv-422 TJW
6   )
          Plaintiff(s),   )
7   )
     vs.   )
8   )
)
     TYLER TECHNOLOGIES, INC., and   )
9   EDP ENTERPRISES, INC.,   )
)
10   Defendant(s).   )

11   _____

         DEPOSITION UPON ORAL EXAMINATION OF
12   EYVONNE WILTON

13   _____

14   2:00 P.M.

15   MAY 17, 2010

16   520 PIKE STREET, 12TH FLOOR

17   SEATTLE, WASHINGTON

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25   REPORTED BY: MARY L. GREEN, CCR 2981

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 1   kind of got sidetracked a little bit. Anything else

 2   from your discussion with the incumbent employee?

 3   A.   No.   Except for me trying to remember her

 4   name. No.   She told me basically the same things that

 5   Lyn did in terms of what she did for a client kind of

 6   vaguely, give me a rough draft.

 7   Q.   Like can you explain what you recall from her

 8   discussion?

 9   A.   That it would be -- some places had set-ups

10   for classroom-like situations. Other places did not.

11   Sometimes we would have to figure out where we would be

12   teaching the client.

13   Sometimes the client would not be ready as

14   opposed -- like the lead for the project on the client

15   side would be busy with something else and would not

16   necessarily be available, and I would have to start

17   with if there was an assistant with the assistant and

18   then backtrack, things of that nature.

19   Q.   So once you get there, there's always a plan,

20   right?

21   A.   (Nodding head).

22   Q.   Did it ever follow according to the plan?

23   A.   No. No. It never actually -- there was

24   always a tweaking here or there, and sometimes it would

25   be just because the client was busy handling something

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1 else and we might have to just wait for a minute, which

2 means that we could set up -- figure out where we have

3 to set up. We would set up and then wait for the

4 client to join.

5   Q.   And how did you decide the best way to

6 rearrange what you were doing depending on whatever the

7 circumstance you encounter when you get there?

8   A.   Depending on the client and what they had

9 available to us. Like if they didn't have a classroom

10 situation, we would ask them where would it be that we

11 would set up for depending on how many employees that

12 would be learning the software.

13   So we would basically ask them is there a

14 place that, you know, we can use like a conference room

15 or something like that, and if there was a conference

16 room, do you have computers that are available for them

17 to use, because we really are trying to teach them how

18 to use the software.

19   Q.   And what would you do if they didn't?

20   A.   Sat at each individual's desk.

21   Q.   So you came up with an alternative way to

22 provide the training to the employees?

23   MS. BAGLEY: Object to the form. Sorry.

24   A.   We had no other choice.

25   Q.   (BY MS. PERLIONI) Can you give me some

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1   implementation is that when it's a full implementation,

2   the first visit the skeletal model is loaded, and we

3   actually play around in that model, and I teach them

4   how to input the information like their employees'

5   names and addresses, their benefits, things of that

6   nature, so if the skeletal model wasn't available, then

7   there was nothing that we could do.

8   Q.   So when the skeletal model is available, you

9   said you teach them different things and let them play

10   around with it.

11   A.   Uh-huh.

12   Q.   I mean, how do you go about doing that?

13   A.   They provide us with print-outs of their

14   employees, and they basically take that information and

15   they input that into the system, because that's what

16   they have to do, so what they basically are learning

17   how to is to navigate through the system by using their

18   own information.

19   Q.   So the client actually brings their data?

20   A.   Yes.

21   Q.   And is that data you've seen before coming in

22   to meet with them or train them?

23   A.   No.

24   Q.   So they bring their data, show you, and then

25   you help them work through the system utilizing their

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1   report to your manager that you decided not to. It's

2   out of my hands.

3   I mean, I'm not there to, you know, force them

4   to do anything. I'm just there because the powers that

5   be said this is the new system and I'm part of the new

6   system, so I'm teaching you how to use your new system.

7   That's all I can do.

8   Q. And what are the things that might come up in

9   your training where you adjust what you might be doing

10   whether it's to accommodate one, accommodate many, or

11   just because you're viewing the training needed

12   something different?

13   A. Well, no implementation is the same, so

14   there's always going to be a difference of something,

15   whether it be a person or just issues with the software

16   itself, so you basically adjust to whatever it is

17   that's being thrown at you unfortunately.

18   Q. Can you give me some examples of what you're

19   talking about?

20   A. Yes. I had one implementation that it was

21   supposed to be just a simple upgrade and working with a

22   payroll manager, payroll assistant. It was going to

23   take roughly six weeks, which is -- I think I had about

24   in the six weeks -- two months, two months, so I had

25   eight visits scheduled.

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1   A.   Yes.

2   Q.   Go to the second page of Deposition Exhibit 6,

3   the one 78906.

4   A.   Yes.

5   Q.   And I'm looking at the sort of in the top

6   third there where it says internal activities. Do you

7   see that?

8   A.   Uh-huh.

9   Q.   What does that refer to? It seems to reflect

10   to me that you had paid time off for that.

11   A.   It does.

12   Q.   So it looks like you took a PTO day on August

13   30 of '06?

14   A.   Uh-huh.

15   Q.   And again on September 1 of '06?

16   A.   Uh-huh.

17   Q.   Do you know -- okay. The two days before -- I

18   don't have a calendar here, but the August 28 of '06,

19   do you know if you were actually present on location

20   with the client for each of these times reflected or

21   would some of them be where you were...

22   A.   That's almost four years ago. For Coral

23   Gables, I know I was always on-site for the training.

24   I can't recall having any conversations on the phone

25   with them, but then like I said, it's almost four years

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1   REPORTER'S CERTIFICATE

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3   I, MARY L. GREEN, the undersigned Certified Court

4   Reporter and Notary Public, do hereby certify:

5   That the sworn testimony and/or proceedings, a

6   transcript of which is attached, was given before me at the

7   time and place stated therein; that any and/or all witness(es)

8   were duly sworn to testify to the truth; that the sworn

9   testimony and/or proceedings were by me stenographically

10   recorded and transcribed under my supervision, to the best of

11   my ability; that the foregoing transcript contains a full,

12   true, and accurate record of all the sworn testimony and/or

13   proceedings given and occurring at the time and place stated

14   in the transcript; that I am in no way related to any party to

15   the matter, nor to any counsel, nor do I have any financial

16   interest in the event of the cause.

17   WITNESS MY HAND, SEAL, AND DIGITAL SIGNATURE this 21st

18   day of May, 2010.

19

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21   MARY L. GREEN
     Certified Court Reporter, #2981
22   Notary Public in and for the State of Washington,
     Residing in Snohomish County. Commission expires 4-4-2013.
23   mgreen@yomreporting.com

24   Click Link to Verify Signature:

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